



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON - HESSEN  
UNIT 20193, BOX 0001  
APO AE 09165-0001

REPLY TO  
ATTENTION OF

IMEU-HAN-MWA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Community Service (ACS) Standing Operating Procedure (SOP) - Unit Service Coordinator (USC) Program

1. REFERENCE. AR 608-1, Army Community Service Center
2. PURPOSE. To provide guidance for the implementation and management of the USAG Hessen ACS Unit Service Coordinator (USC) Program.
3. APPLICABILITY. This SOP pertains to all ACS staff in the USAG Hessen footprint. Tailored Garrison Commanders are charged with ensuring Tailored Garrison ACS staffs are implementing this SOP.
4. MISSION. The mission of the ACS USC Program is to increase unit leader awareness of and contact with ACS staff in order to provide Soldiers and family members greater access to programs designed to prevent crises, enhance readiness, increase self-reliance, and assist Soldiers and family members in successfully coping with the mobile military lifestyle.
5. OBJECTIVES. The objectives of the ACS USC Program are to connect each military unit/activity with ACS services; to provide a visible ACS staff member to assist Battalion Commanders in accessing ACS programs and services; to identify and address Soldier and family needs effectively and efficiently; and to enhance unit skills for supporting Soldiers and families.
6. RESPONSIBILITIES. AR 608-1, paragraph 1-9d.(2), states, "An (ACS) active partnership will be established with commanders to provide the support units need which could include unit services strategy." The USC program is a service delivery strategy for unit services. It is the responsibility of ACS to provide trained and accessible staff to perform the duties of the USC and to provide program guidance and management to support the Commander's efforts towards family readiness.
7. PROCEDURES. Army Community Service shall:
  - a. Assign an ACS staff member and provide USC support to each deployable battalion and geographically separated (from their higher headquarters) deployable company in the USAG Hessen footprint.

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- b. Provide assigned USC staff with the information and tools required to serve as the Commander's family readiness liaison with ACS programs and services. A USAG Hessen Unit Service Coordinator's Handbook (Encl 3) is attached to this SOP as an additional resource.
- c. Provide USC support to coordinate or provide training to support the unit Commanders' needs for management of volunteers, operation of Family Readiness Groups, financial planning, pre- and post-deployment, family advocacy, exceptional family members, Army Family Team Building, relocation services, family member employment, and information and referrals.
- d. Provide assigned USC to attend the unit's staff meetings on a regularly scheduled basis – to be determined by the supported Commander. The representative will provide the Commander with updated information about Army Community Service programs and services.
- e. Provide assigned USC to contact the unit Commander on a monthly basis to offer services and to inquire as to the unit's family readiness and support needs.
- f. Utilize Risk Reduction Team data in assisting the Commander in determining the needs of the unit.
- g. Coordinate with Rear Detachment, Unit Chaplain, Family Readiness Liaisons, Family Readiness Group Leaders, and Family Readiness Support Assistants to provide enhanced support to families during deployments.
- h. Include FRG briefings on the Significant Activities Report (SAR).

## 8. REPORTING.

- a. All USCs will submit a monthly report (Encl 1), including sign in sheets and evaluation forms if available, of all activities supporting assigned units to the Tailored Garrison ACS Mobilization and Deployment Program Manager no later than the last day of the month in which the USC support activity occurred.
- b. The Tailored Garrison Mobilization and Deployment Program Manager will enter all appropriate data into the ACS web-based Client Tracking System.
- c. The installation Mobilization and Deployment Program Managers shall send, via E-mail, a copy of the combined USC Activity Report to the USAG Hessen Community Readiness Program Manager no later than the 5th working day of the following month.
- d. The Community Readiness Program Manager will submit the consolidated report through the ACS Officer and Director, MWR, to the USAG Hessen Commander.

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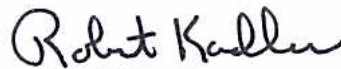
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9. EVALUATION. The ACS Officer will report, using the USAG Hessen Command and Staff VTC slides, the number of USC contacts with unit leadership and the number of FRG meetings attended by unit's USC. Each Tailored Garrison Army Community Service will survey unit commanders annually to solicit feedback about the effectiveness of the USC program. The survey is attached as Enclosure 2.

10. The POC for this SOP is the USAG Hessen ACS Officer at 322-8828.

3 Encls

1. USC Monthly Report Form
2. USC Evaluation Survey Form
3. USC Handbook



ROBERT KANDLER  
Deputy to the Commander

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